



PROFILE

➤ Caring for New Zealanders



St John

first to care





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> ST JOHN IN NEW ZEALAND TODAY



➤ For more than 120 years, every day, right across the country, St John has made a unique commitment to every New Zealander

With our range of ambulance, community and health services, St John is first to care – no matter who and where you are."

In one year we:

- treat and transport more than 340,000 patients
- travel 16 million kilometres by ambulance
- attend more than 270,000 emergency 111 incidents
- provide first aid and emergency care services at more than 8,500 public events
- support more than 800 elderly or isolated people with daily telephone contact
- coordinate more than 700 volunteers in hospital emergency departments to support patients and their relatives
- train more than 55,000 members of the public in first aid
- educate more than 54,000 children through the St John Safe Kids programme
- provide opportunities for more than 4,500 children through our youth programmes.



➤ St John is a vibrant, connected organisation made up of dedicated people, passionate about serving their communities and caring for their fellow New Zealanders

Our people make St John what it is today – one of the country's best known and much loved charitable organisations and an integral part of the New Zealand health sector.

We have more than 14,500 members living in every part of the country. Our members include more than 7,500 volunteers and over 2,000 paid staff. We have a strong volunteer ethos, with paid and volunteer members working side by side.

Our people include ambulance officers, first aid tutors, ambulance communications centre staff, managers and support staff, community care volunteers and youth leaders.

There are more than 140 St John Area Committees throughout the country - volunteers supporting the work of St John at a community level. Their many activities include informing people about St John programmes, supporting our staff and volunteers, and raising funds within local communities.

We are a community-based charity, and rely on the public of New Zealand to join with us to help us in our work and to provide financial support.

OUR SERVICES

» Here to help you and your community

From rushing the critically ill to hospital to helping with first aid at events, from talking to the lonely by phone to teaching children what to do in an emergency, St John makes an unwavering commitment to every New Zealander:

“To work selflessly within the community; to help whoever we can, whenever possible; and to care around the clock and across the country – without fear, favour or exception”.

St John provides a wide range of valuable and reliable ambulance, community and health services and products, all designed to improve the health and well-being of all New Zealanders.

You will find us today in almost every community in the country, from the top of the North Island to the bottom of the South Island, and on Stewart Island and the Chatham Islands. While not all St John services are available in all locations at present, we are working to extend the delivery of our services.

St John is organised into 12 activities, including Operations, Clinical Education, Community Programmes, Human Resources, Marketing and Communications and Youth programmes, all with responsibility to the Chief Executive. These activity areas set out the way in which our services and products are delivered throughout New Zealand.

St John has five regions, with each region responsible for delivering our services and products within its boundaries. Our history in New Zealand is firmly based in local communities, and we continue this tradition to this day.

In this profile, we introduce some of the ways we care for those around us.



➤ Helping hundreds of thousands of people every year

Each year, St John cares for and saves the lives of hundreds of thousands of people across the country. To do this, our ambulances travel many millions of kilometres, and St John calls on the services of more than 800 paid ambulance officers and more than 2,700 volunteer ambulance officers.

We provide ambulance services for more than 85% of New Zealand's population and more than 95% of the country's geography. St John Ambulance operates 24 hours a day, seven days a week. We have more than 550 ambulances and operational vehicles nationwide. Our modern ambulances, rapid response vehicles and four-wheel drive vehicles have the latest technology – ensuring St John can come to the aid of anyone at any hour of the day in almost any terrain, weather or situation.

In addition to emergency ambulance services, St John also:

- transports patients between hospitals or from hospital to home
- offers private hire of ambulances for individuals, organisations or large public gatherings
- assists police and fire services by providing medical cover for their emergency operations
- provides the clinical crew for air ambulance operations in much of the country.

Ambulance Communications: A vital link

Our Ambulance Communications Centres respond to 111 calls for ambulance and requests for ambulance related services. Our people dispatch and coordinate emergency ambulance services throughout the country – on land, on water and in the air. The centres use sophisticated equipment and processes for call taking, dispatching and communications to provide the best possible service to New Zealanders. St John owns and operates two of the three Ambulance Communications Centres serving New Zealand today, and we are in a partnership with Wellington Free Ambulance in the third.

➤ World-class care

St John is committed to providing a world-class ambulance and communications service. Our operating procedures, clinical standards, planning regime and innovative training programmes support this intention.



EVENTS

Helping things run smoothly

St John provides first aid and emergency care services at more than 8,500 events throughout New Zealand every year – ranging from community-based rugby and netball games to parades and large public gatherings. St John has highly trained staff available to offer quality services immediately.

We have more than 1,500 uniformed events officers nationwide, providing professional medical services at events. Should there be any accidents or medical emergencies, we are right there to help. Our fleet of support vehicles includes well-equipped ambulances, support vehicles and even bicycles.

Treating people on the scene of an event can make all the difference for a patient's outcome including faster recovery and often saves a trip to hospital. Spectators and organisers can relax, knowing support is close by. We can tailor a medical service package to suit specific needs of different events, based on our years of experience.

The Round the Bays Event in Auckland is one event we have attended every year for more than 30 years. Other high-profile events include the annual Coast-to-Coast event from Greymouth to Sumner and Warbirds over Wanaka.



International award

St John was the recipient of the Abu Dhabi Spirit of the Rally award for our medical services at the Repco Rally New Zealand, part of the World Rally Championship, held in the Waikato in August 2008. We received the award for our outstanding contribution and values.



➤ Friendship over the phone

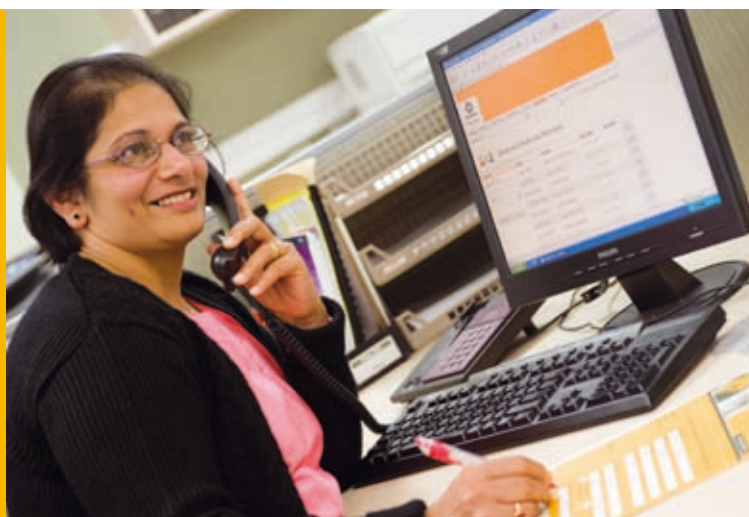
Recognising that as people get older, they can become lonely and cut off from their community, St John established the Caring Caller service. This is a free telephone friendship service that helps the housebound or lonely to feel valued and involved.

People joining the programme are matched with a Caring Caller with similar interests who phone them every day to check how they are and share experiences.

This is not a help line – it is a free long-term friendship service both parties enjoy. Caring Callers are volunteers, carefully selected for their kindness and care for people. They are all ages and from all walks of life, and all enjoy the company of others. Many clients and callers report genuine telephone friendships forming – some lasting many years.

The service plays an active role, we believe, in helping many people remain in their own homes rather than going into residential care. Healthcare workers make referrals as callers can, on arrangement, remind clients to take their medication.

Caring Callers can contribute to saving people's lives and bring peace of mind. If a client doesn't answer the phone, their caller contacts a family member or other nominated person, or sends a trained person to make sure all is well. If necessary, an ambulance is dispatched.



> FRIENDS OF THE EMERGENCY DEPARTMENT

➤ St John Friends of the Emergency Department volunteers provide care to patients and their relatives at times of need

Comfort at an important time

Staff at hospital emergency departments are often under immense pressure, having to make life-saving decisions in very short timeframes. It's hardly surprising these staff don't have as much time as they would like to give patients and their families the support and reassurance they are looking for.

St John Friends of the Emergency Department volunteers give their time to help emergency department patients and relatives – offering comfort, a listening ear and a chat at a time when they really need it.

This service began as a pilot at one public hospital and now operates in more than 15 public hospitals throughout the country, including Auckland City, Middlemore, Tauranga, Palmerston North, Nelson, Christchurch and Southland Hospitals.

Hospital staff, managers and patients love our volunteers. They tell us they help alleviate patients' anxiety, reduce complaints and relieve the considerable pressure faced by emergency department staff.



➤ St John Health Shuttles help people with health or mobility problems to attend pre-arranged medical appointments

Helping you get from home to medical appointments and back again.

Problems getting to appointments with doctors, specialists or to hospitals for minor day surgery or outpatient visits are a thing of the past thanks to the St John Health Shuttle service.

We transport passengers, such as young mothers and their children, the elderly and people with mobility problems. St John Health Shuttle passengers travel in a fully equipped vehicle designed for safety and comfort.

All St John Health Shuttle drivers are first aid trained so passengers travel with extra reassurance.

St John Health Shuttles help give people back their independence. Passengers no longer have to rely on family and friends, or public transport that might be unsuitable for their condition.

Health Shuttles operate in selected areas Mondays to Fridays. St John Health Shuttles is a free community service, though passengers are invited to make a donation to help meet running costs.

➤ Supporting independence

St John Health Shuttles run Mondays to Fridays (except public holidays) in selected locations.



> Vibrant and innovative programmes for young people

St John Youth is one of New Zealand's biggest and fastest-growing youth programmes. We provide more than 4,500 young people opportunities to meet new people, learn new skills and work towards goals.

Our youth programmes are for 6 to 18 year olds, and are designed to help young people become responsible young adults who are self-reliant, capable and community aware.

St John Youth has an emphasis on belonging, positive peer group involvement and role models. Youth members meet weekly during the school term, and have opportunities to attend camps, competitions and outings that assist with their learning. Our young members tell us they make friends for life and develop a strong support network.

Our programmes have a balanced curriculum that includes creative and practical learning, with a strong focus on community involvement and achieving personal goals. There is a vibrant mix of learning methods and high quality resources to ensure every member has the opportunity to succeed.

Youth Leaders are carefully selected for their suitability and skills with young people. They are recruited through a strict recruitment process and must meet the requirements of our Child and Youth Protection Policy. Our leaders enjoy the opportunity of working with young people, being part of their development and being part of a dynamic and successful youth organisation.

PENGUINS (6-8 years)

Penguins is for our youngest members and is headed by Primo the Penguin - a cartoon mascot. The Programme is all about fun, discovering new things, building confidence and working together, while working through nine subjects including first aid, healthcare, safety, communication, hobbies and games.

CADETS (8 to 18 years)

This dynamic programme centres on the Grand Prior's Award scheme, and enhances personal, social, leadership and career development. Young people complete six compulsory badges including caregivers and community awareness, and six badges of their choice. There are huge opportunities to develop such as training workshops, adventure activities, operational events, scholarships and much more.

> Building brighter futures

Together with leadership opportunities, the St John Youth programmes allow young people to develop their skills for caring for others, while assisting them to develop and build self-esteem.



➤ The St John Safe Kids programme helps children understand what is happening when an emergency occurs and what to do

Helping children face emergencies

If your child is with a family member who suddenly becomes unwell or has an accident, would they know what to do? If a friend collapses at a playground and there is no adult around, would they know how to respond?

St John Safe Kids works in pre-schools and schools to teach children aged up to their early teens what to do in an emergency. St John trainers teach how and when to call an ambulance and what to do while an ambulance is coming. Children learn basic first aid skills appropriate to their age.

Helping children better understand the noises, uniforms and equipment that can be associated with an emergency creates positive associations for children and reduces stress. Teaching them to take appropriate steps helps ambulance officers and other emergency crews render more effective assistance.

➤ Safe Kids lessons

St John Safe Kids provides hands-on, interactive sessions up to Year 8. Lessons range from 45 to 90 minutes. The service is free; all we ask is a donation.



> FIRST AID TRAINING

> Learning first aid saves lives and can make all the difference in an accident or medical emergency

Helping people take care of each other

If you saw an accident or medical emergency at work or home, while driving or shopping – would you know what to do? St John can teach you to take the right steps at the right time. We are a trusted provider, teaching these valuable skills to New Zealanders for more than 120 years.

We offer a full range of courses – for home, workplace and sports environments; parents, caregivers, health professionals and other needs. We can tailor courses to meet individual workplace or group needs.

Our professional tutors pride themselves on making your learning experience rewarding and enjoyable. Many volunteer as ambulance officers or events officers. All sessions include a range of practical exercises to help you gain confidence in your new skills.

St John believes it is important for as many people as possible to have first aid training and complete regular refresher training.

> Focus on CPR

Learning CPR is particularly important. To have a chance of survival, people who go into sudden cardiac arrest need immediate cardiopulmonary resuscitation (CPR).



➤ Equipped to help

St John is recognised as a leading provider of first aid kits and supplies. We provide these vital products for work, home, on the road, holidays and recreational and sporting pursuits.

If you run a business, you are legally required to have a suitable workplace first aid kit. St John First Aid Kits and Supplies meet, and often surpass, the minimum legal standards.

Our workplace kits come in a range of sizes or types depending on your workplace size and needs. We also offer a burns kit for use in the food services or welding industries, or wherever the risk of a burn emergency can strike.

The St John First Aid Emergency Handbook goes well with our first aid kits and first aid training, covering many subjects including managing common injuries and medical conditions, care of unconscious patients and CPR.

Equipment to save lives in cardiac arrest

If someone goes into cardiac arrest, they need immediate CPR and early defibrillation – a safe electric shock to restart the heart.

Hospitals and ambulances have sophisticated defibrillators but many cardiac arrests occur a considerable distance from hospital or the nearest ambulance. St John markets a range of small, easy to use versions for public use.

The Heartstart range of automated external defibrillators are fully portable, and safe and effective. We are working with community groups and partners to extend the public availability of defibrillators in communities throughout New Zealand, with a view to improving cardiac survival rates outside hospitals.

➤ Safer communities

If you have responsibility for a safe workplace, recreation centre, shopping centre or public area, make sure your staff complete a St John First Aid Course and that you have a St John First Aid Kit and defibrillator onsite.



> Help at your fingertips

St John Lifelink™ medical alarms deliver 24 hour, seven day a week monitoring for those who live alone or have a medical condition that might require urgent assistance at any time.

Our medical alarms enable people to keep their independence and yet remain safe, secure and never far from help.

The alarm is worn either as a pendant or wristband, and works anywhere in the house, garden or shower. If the client feels unwell or something happens, they simply press the button, and the alert is directly connected to the St John Communications Centre. St John staff phone back to see if help is needed. If there is no reply, an ambulance is dispatched.

As part of the service, St John keeps the client's medical details and any instructions on a confidential database at the Communications Centre. This means ambulance officers arrive at the address with the necessary information.

We install an alarm unit in your home, connected to a standard telephone jack point. The unit has an automatic self-testing function and battery backup.

St John Lifelink™ medical alarms are approved for a subsidy from government agencies (subject to the client meeting their criteria). The monthly fee includes the cost of ambulance call-outs in the event of a medical emergency or accident.

> Peace of mind

With a St John Lifelink™ medical alarm, you are only one touch of a button away from assistance at any time – 365 days a year.



➤ The history of St John in New Zealand reaches back to 1885. A community meeting was called to discuss and agree the need to work together to provide community ambulance and first aid services

The first St John members were all volunteers, united in their desire to serve their community and provide real, tangible benefits.

The benefits were so real and valued, that St John spread rapidly throughout New Zealand. Many of the first branches were in small towns, where medical services were scant and the workforce was susceptible to serious injury.

The first St John ambulances were wheeled hand litters complete with haversacks of equipment, pulled through the streets by volunteers. Horse drawn ambulances soon replaced the litters, and motorised ambulances became commonplace from the 1920s. These were revolutionary in their day but a far cry from the advanced ambulances and support vehicles used today, carrying the latest medical and communications equipment.

It became popular early in the history of St John in New Zealand for community members to get involved by raising funds, attending first aid training and assisting with administration of the organisation – three areas of commitment remaining popular to this day.

Over the decades, St John has developed and grown to become the contemporary, dynamic organisation we are today, still working closely with and for our local communities in the best interests of all New Zealanders.



➤ A global family

St John in New Zealand has global links to the international Order of St John. The full title of the Order of St John is 'The Most Venerable Order of the Hospital of St John of Jerusalem'. Her Majesty The Queen is Sovereign Head of the Order, and the Governor-General of New Zealand is the head – or Prior – of St John in New Zealand.

St John is immensely proud of its heritage and traditions.

The beginnings of The Order of St John date back more than 900 years. Around the year 1080, a hospital attached to a church dedicated to Saint John was founded to care for sick pilgrims in Jerusalem, regardless of race or creed. The Order has flourished and grown.

The Eye Hospital

In 1882, the international Order of St John acquired land in Jerusalem to set up an eye hospital. The St John Eye Hospital today is the main provider of eye care in the Holy Land, especially to the people of the West Bank, Gaza and East Jerusalem and offers its services irrespective of race, religion, social class or ability to pay. More than 3,000 major eye operations are performed and more than 80,000 outpatients are treated each year. In New Zealand, the St John Hospitaller Clubs raise funds to help the Hospital continue its valuable work.

Honours and Awards

In 1888, in recognition of its work, Queen Victoria made the Order of St John a Royal Order of Chivalry. In New Zealand, Royal Honours continue to be awarded to members for outstanding contributions and commitment to care for their communities. These Royal Honours are an independent part of the New Zealand Honours System. Honours are conferred annually at St John Investiture services usually held twice each year – one in the North Island and one in the South Island.

Caring for our carers

St John Fellowship provides opportunities for long-standing St John members to support each other, both in the work they do and once they have retired from active service.



➤ As a charity, St John relies on the generosity and support of New Zealanders to help fund the vital work we do for communities throughout the country

Without your support, we would not be able to continue to provide the level of services that we currently do.

St John ambulance operations are currently funded by:

- contracts with the Ministry of Health, ACC and District Health Boards
- patient part-charges
- resourcing by our Area Committees
- contributions from our health-related commercial activities and
- community fundraising and donations.

After government funding and part-charges have been taken into account, there is a shortfall of some \$10 million a year in funding for our ambulance operations. We rely on community fundraising and donations to help us make up this shortfall.

In addition, St John working in partnership with the community funds all our capital requirements – including ambulance stations, ambulances and other vehicles.

Our community care programmes are funded by individual and community donations, and contributions from our health-related commercial activities (including first aid training, first aid kit sales and the provision of St John Lifelink™ alarms).

St John values our partnerships and relationships with communities and community organisations, individuals and corporate donors and supporters to continue to generate funds for our work. We are especially thankful for the support of ASB in developing a range of community support programmes.

Thank you to all our supporters for your continuing generosity.



> HOW YOU CAN HELP



> We need New Zealanders as much as New Zealanders need us, here's how you can help

Making a donation to St John is a simple, positive and lasting way to help St John care for your community. Your donation helps strengthen our ability to enhance the health and well-being of New Zealanders. Donations of \$5 or more are tax deductible.

Joining the St John Supporter Scheme helps raise funds to maintain and develop our services in your local area. It costs just \$45 for all members in your household for a full year. Individuals usually pay \$30 a year per person. In return should you ever need a St John ambulance, we waive the part charge you would otherwise pay for assistance in a medical emergency. Even if you don't think you will need an ambulance, becoming a St John Supporter is a great way to continue to have St John services in your community.

Make a bequest: Many people make provision in their will for special gifts to St John. Donations left to us directly benefit your community.

Volunteer: St John is always interested in hearing from new volunteers. You don't need prior experience, and we provide any training needed. We have a wide variety of volunteer roles including ambulance or events, community care programmes (including Caring Caller, Friends of the Emergency Department and Health Shuttle), Area Committees or St John Youth leaders – depending on your interests, where you live and the time you have available.

> For more information about St John

Visit our website at www.stjohn.org.nz or phone **0800 ST JOHN (0800 785 646)**

ST JOHN NATIONAL OFFICE

PO Box 10043
Wellington 6143

Tel: 04 472 3600
Fax: 04 499 2320

ST JOHN MIDLAND REGION

Private Bag 3215
Hamilton 3240

Tel: 07 847 2849
Fax: 07 847 2850

ST JOHN NORTHERN REGION (SI)

PO Box 1443
Christchurch 8140

Tel: 03 366 4776
Fax: 03 353 7112

ST JOHN NORTHERN REGION

Private Bag 14902
Panmure, Auckland 1741

Tel: 09 579 1015
Fax: 09 579 3281

CENTRAL REGION

PO Box 681
Palmerston North 4440

Tel: 06 355 5051
Fax: 06 355 7795

ST JOHN SOUTHERN REGION

PO Box 5055
Dunedin 9058

Tel: 03 477 7111
Fax: 03 477 7994



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